

Refreshing Stamford Plaza

The Stamford Plaza Brisbane, is one of the city's most prestigious and recognisable landmarks. It comprises 252 luxuriously appointed guestrooms over 22 floors, located between the banks of the Brisbane River and the Botanic Gardens.

While every luxurious guest room enjoys stunning views across the Brisbane River, it was that same river which caused so much chaos and damaged this very grand hotel during the January floods.

Since the flood waters receded, hotel staff at the Stamford Plaza Brisbane have worked around the clock and not just to restore the affected lower levels, but to refresh the entire hotel.

Thankfully the beautiful hotel lobby, restaurants, banquet floor and all the guest rooms were unaffected by the flooding, however the basement area suffered significant damage. It is here that preparations are made for the hotel's banquets and gala events and where important equipment was lost.

On March 31, 230 rooms were re-opened along with the Kabuki Japanese Restaurant, Pav Bar and Kabuki 2 Go. The banquet floor returned to business as usual on April 27. The hotel's basement and carpark became operational on June 1.

Stamford Plaza Brisbane has been a customer of Pitchers Hospitality Supplies for some time, a successful business relationship blossoming from a basis of fast and efficient service.

"At Pitchers our structure allows us to make decisions and arrange approvals fast so that our customers may make an order and receive what they need quickly. For large hotels, the orders are often urgent, that is 'must have by Friday'. We understand this and we deliver," Jason Russell said.

Jason is perhaps Pitchers most experienced sales representative and he understands how hotel's and large, busy food and beverage operations work. At the Stamford Plaza Brisbane Hotel he provides assistance to Food & Beverage Manager, Marie Meek and Executive Chef, Daniel Smith. His post-flood task was to



restock damaged catering equipment including the hotel's rather significant store of banquet china.

"The banquet preparation area went under water and the fine china was damaged. We've restocked with classic white Australian Fine China and provided other items including banquet carts and storage shelving," Jason said.

Renowned for its warm, European-style decor and exceptional service, Stamford Plaza Brisbane hotel caters to both the corporate client and leisure traveller. The Stamford Plaza Brisbane offers a diverse selection of conference venues, meeting rooms and function space as well as award winning cuisine and discreet, professional service that makes this hotel the ultimate choice for business meetings and special events.



welcome



With the dramatic events of the beginning of the year well behind us, like many of our customers we have set our sights on more positive times ahead.

There is no denying that there are challenges in the food and beverage industry, which is all the more reason why we are committed to continuing our high level of service, energy and ready communication. We are here to find solutions for our customers that may be different from those we've sought in the past, simply because today's situations are different.

At Pitchers, we are proactive and as you will read in this edition, it is our tenure in the industry that allows us to deliver outcomes quickly.

This is the combination of more than 30 years of experience, knowledge and clearly, our long term and strong relationships with major suppliers. But it also has a lot to do with the fundamentals of how we run our business. For example, our internal systems ensure customer orders move quickly and avoid becoming bogged down in paperwork.

We have grown up with change. We've seen all sorts of economic cycles and we're still strong. This strength is as much to do with flexibility as it does reading the market, genuinely understanding our customers' needs and continuing to deliver options, alternatives and outcomes no matter what.

In short, we're here to help.

Yours sincerely

Susie, Steve, Jane & Damien

PERFORMANCE under pressure - MOFFAT

MOFFAT equipment is chosen, not just for important attributes of performance and reliability, but also because the equipment is simple and convenient to use - an essential ingredient for busy staff working in the demanding food service industry.

Coupled with consistent high output and a wide range of flexible benefits necessary for a vigorous working kitchen, MOFFAT promises minimal disruption due to down time. Backed by 24/7 support and after sales warranty service via a national network of skilled technicians, MOFFAT is a global leader that combines long life products, cost effectiveness and efficient operation time after time.

Moffat recently worked with Pitchers Hospitality Supplies on a new kitchen installation for the Irish Village project in Emerald that included a fully equipped selection of the Convotherm combi steamer, Waldorf chargrill, griddle and fryers along with Washtech's recirculating and pass through dishwashers and glass washers.

For operations like the Irish Village Hotel in Emerald, durability and reliability are prerequisites for equipment that needs to continually perform under pressure and for the long term.

MOFFAT distributes to over 50 countries with equipment operating under the brand names of Convotherm, Waldorf, Washtech and others, in hundreds of towns and cities around the

world. MOFFAT offers a comprehensive range of equipment for food preparation, cooking, chilling, handling and serving.

Pitchers Hospitality Supplies has developed a strong working relationship with MOFFAT, together providing customers with the solutions necessary for individual and specific needs. For more information please contact your Pitchers Hospitality Suppliers sales representative and look for our next edition when we profile the Irish Village Hotel in Emerald and describe how MOFFAT plays an important role in food service.



KAWANA BOWLS CLUB

2011 Best Bowls Club

With a long and respected history and now with more than 10,000 members, Kawana Bowls Club is the very definition of a community club.

Secretary/Manager, Patrick Quinn has been involved with Kawana Bowls Club for over 20 years and says that the recent award given by Clubs Queensland for the 'Best Bowls Club Venue' for 2011 is testimony to the spirit of all involved.

"We have a great management team which is supportive and proactive and great staff who are genuinely friendly and welcoming," Patrick said.

While Kawana Bowls Club is foremost a sports club that caters for 550 registered lawn bowlers, the Club has attracted members from a wide cross-section of community including those with young families.

"We give back to our members. Many are elderly and they know that they can enjoy a good quality lunch time meal for \$4.90 while our dinner specials offer a very good selection at very affordable prices for families. While the specials offer sound good value meals, we also offer a la carte dining," Patrick said.

While enjoying a good meal and a drink from the bar, the Kawana Bowls Club also offers a good line up of live entertainment from Thursday through to Sunday evening and of course, TAB and a gaming area with 120 poker machines and the opportunity for non-lawn bowlers to play Bare Foot Bowls.

Patrick has been closely involved in the Club's recent refurbishment project. Stage one, the first of four proposed stages, was completed in December 2010 to deliver a fresh new dining room with new carpets, furnishings, LED lighting that provide a modern and welcoming ambience and a new state-of-the-art TAB.

The kitchen facilities have been completely overhauled and with a significant increase in membership and with patronage recently peaking at more than 400 guests for a Tuesday lunch time special there has been a need for additional cutlery, crockery, glass ware and a second Combi Oven, all provided by Pitchers Hospitality Supplies.

"Pitchers is a long term supplier for Kawana Bowls Club. We like to work with them as they are a local company that are providing what we need with good pricing and if they don't have it, they'll find it for us," Patrick said.



NEW from Clorox CHUX® Stainless Steel Wipes

Keeping your stainless steel surfaces looking like new has never been easier! It's as easy as 1,2,3!

These soft and gentle, streak-free, safe non-toxic wipes are designed for stainless steel appliances and surfaces. Suitable for all stainless steel and metal surfaces in the office or food service areas, CHUX® Stainless Steel Wipes bring back the shine!

CHUX® Stainless Steel Wipes removes grease and dirt while adding a protective coating against smudges, marks, dust and fingerprints – yes fingerprints!

Once you try them you will never want to be without them.

CHUX® Stainless Steel Wipes come in a convenient resealable pack and will keep all your stainless steel surfaces clean and shiny.



SKOPE Kitchen & Bar Refrigeration

SKOPE recently partnered with Pitchers Hospitality Supplies to fit out of a major hotel re-build in Emerald providing kitchen and bar refrigeration solutions that saved precious space while delivering efficiency.

But then, we've come to expect this of SKOPE which has for the past four decades offered services that include designing and manufacturing commercial refrigeration for the hospitality and retail sectors from restaurants, bars and conference facilities to commercial kitchens, supermarkets, bakeries, convenience stores and just about everything in between.

In addition to the comprehensive range of standard refrigeration products, SKOPE is also a leader in custom designed refrigeration solutions. SKOPE's specialist team will design a complete refrigeration product or a one-off adaptation of an existing product to suit exact requirements. Depending on the situation, meeting needs may involve changes in dimensions, revised lighting, alternative colours or different doors and shelving.

With sole distribution rights in Australia for the Irinox brand of Blast Chillers and Shock Freezers, SKOPE look forward to offering these new options to Pitchers customers. The new range is suitable for all food service and food preparation industries including restaurants, caterers, bakeries and patisseries and is ideal for confectionary, gelato, ice cream and chocolate.

SKOPE has proven time and again that they are committed to building relationships that last. At Pitchers

we know that when we partner with SKOPE our customers will benefit from the vast refrigeration knowledge and opportunities for customising equipment on offer to deliver outcomes that suit individual situations.

For more information about SKOPE Refrigeration please contact your Pitchers Sales Representative.



vital statistics

Samara Bazzica



Role: Customer Service

How long at Pitchers: 8 months

Star Sign: Virgo

Fav Sport: Netball

Fav Hobby: Going to the beach

Car you drive: Holden Astra

Dream Car: BMW X5

Best Holiday: 2 years in Canada & UK



silverchef
hospitality equipment funding
Rent. Try. Buy.®

Unique to the marketplace, Rent-Try-Buy® from SilverChef allows business owners to save working capital rather than spend it on depreciating assets.

Silver Chef offers a 12 month agreement which offers the flexibility to:

- Purchase rental equipment at any time during the first 12 months and receive a 75% rental rebate (ex GST)
- Return equipment at the end of the 12-month agreement if it is no longer required.
- Continue to rent – and we'll simply continue to reduce your purchase price.
- Upgrade should you decide your business has outgrown the original equipment.

Rent-Try-Buy® is a rent to buy solution not a fixed term lease. Silver Chef purchases equipment from an authorised Hospitality Equipment Dealer then you enter into a rental agreement with Silver Chef.

Silver Chef aims to help customers get on their feet without tying up their capital, pro-actively trying to assist hospitality business owners achieve their goals, especially now in view of the recent economic challenges when other financial or lending options may no longer be available.

UNSUBSCRIBE - ANY TIME!

This FREE newsletter is provided as an extra information service. If at any time you feel that you would prefer not to receive this newsletter all you need to do is let us know and we will remove your name from our mailing list. To do this please telephone, send a fax or e-mail.



Pitchers Hospitality Supplies have over 10,000 different product lines covering paper packaging, disposable items, chemicals, catering equipment, refrigeration, tabletop, processors, capacity & fine glassware, china, plasticware, matting, bar supplies, manchester & uniforms, brushware and washroom supplies.

If you'd like to know more about any of the information contained in this newsletter or you'd like to discuss particular needs please contact us at:

Pitchers Hospitality Supplies 10 Tectonic Crescent, Kunda Park Q 4558 Ph: (07) 5476 7466 Fax: (07) 5476 7488
Email: reception@pitchers.com.au Web: www.pitchers.com.au

